

What is Claimed is:

1. An self-service network comprising:
a network server; and
a plurality of self service terminals communicatively couplable to the server,
each terminal including means for sending performance data to the server which is
representative of the occurrence of operations carried out by the terminal.
2. A network according to claim 1, wherein the performance data is
representative of customer usage of each terminal.
3. A network according to claim 1, wherein the performance data includes
information representative of the type of transactions and/or of the time at which transactions
are initiated at each terminal.
4. A network according to claim 1, wherein each terminal includes means
responsive to commands received from the server and for altering the operation of a
respective terminal.
5. A network according to claim 1, wherein each terminal includes means
responsive to server commands and for altering the value of a usage charge charged to a user
of a respective terminal.
6. A self-service terminal for a client/server self-service network, the terminal
comprising:
a mechanism for sending performance data to a network server which data is
representative of the occurrence of operations carried out by the terminal.

7. A self-service terminal according to claim 6, wherein the performance data is representative of customer usage of the terminal.

8. A self-service terminal according to claim 6, wherein the performance data includes information representative of the type of transactions.

9. A self-service terminal according to claim 6, wherein the performance data includes information representative of the time at which transactions are initiated at the terminal.

10. A self-service terminal according to claim 6, further comprising means responsive to commands received from the server and for altering the operation of the terminal.

11. A self-service terminal according to claim 10, further comprising means responsive to server commands and for altering the value of a usage charge charged to a user of the terminal.

12. A server for a self-service network, the server comprising:
means for receiving performance data over the network which data is representative of the occurrence of operations carried out by a terminal in the network; and
means for analyzing the data to determine performance patterns for the terminal.

13. A server according to claim 12, wherein the performance data is representative of customer usage of the terminal.

14. A server according to claim 13, wherein the performance data includes information representative of the type of transactions and/or of the time at which transactions are initiated at the terminal.

15. A server according to claim 12, further comprising means for issuing commands to the terminal to alter the operation of the terminal

16. A server according to claim 15, wherein the server is arranged to issue a command to the terminal to alter the value of a usage charge charged to a user of the terminal.

17. A method of configuring a self service terminal comprising the steps of:

- (a) gathering performance data which is representative of performance of the terminal;
- (b) analyzing the performance data to determine performance patterns; and
- (c) generating one or more rule which map changes in terminal performance to changes in one or more operational parameter of the terminal.

18. A method according to claim 17, wherein the performance data is representative of customer usage of the terminal.

19. A method according to claim 17, wherein the performance data includes information representative of the type of transactions and/or information representative of the time at which transactions are initiated at the terminal.

20. A method according to claim 17, wherein the or one of the operational parameters is the value of a usage charge charged to a user of the terminal.

21. A method of operating a self-service terminal according to claim 17, further comprising the step of automatically applying the or each rule to regulate the operation of the terminal.

22. A method of operating a self-service terminal comprising the steps of:

- (a) determining an expected usage pattern of the terminal; and
- (b) automatically adjusting the value of a usage charge dependent on the expected usage pattern.

23. A method according to claim 22, wherein the expected usage pattern is determined by analyzing historical data representing usage of the terminal over a predetermined period of time.

24. A method according to claim 23, wherein the historical data includes information about the type of transactions carried out at the terminal.

25. A method according to claim 23, wherein the historical data includes information about the time at which transactions have been carried out at the terminal.

26. A method according to claim 22, wherein the expected usage pattern includes information about the volume of transactions carried out at the terminal at different times of the day and/or on different days.

27. A method according to claim 22, wherein the expected usage pattern is determined by analyzing the effect on terminal usage caused by events which are not operational events of the terminal.

28. A method according to claim 22, wherein the usage charge is adjusted dependent on the determined expected usage pattern and on collateral data representing events which are not operational events of the terminal.

29. A method according to claim 22, further comprising the step of:

(c) displaying the amount of the usage charge at the terminal immediately before the transaction is ready to be processed.

30. A method according to claim 22, further comprising the step of:

(c) displaying the amount of the usage charge at the terminal before or during the user interaction steps at the user interface of the terminal which lead up to the transaction being ready to be processed.

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